

Provide Enterprise South Carolina Statewide Master Service Glossary

Service Name	Reporting Category	Definition	Funding Source Restrictions
Prescription Payment HIV	APA - Health - Prescriptions HIV	HIV prescription payment made by site who meets criteria (RDR Instructions) for Local APA; HIV indicates a drug on the ADAP Formulary. www.scdhec.gov/adap .	
Prescription Payment NonHIV	APA - Health - Prescriptions NonHIV	NonHIV prescription payment made by site who meets criteria (RDR Instructions) for Local APA; NonHIV indicates a drug not on the ADAP Formulary. www.scdhec.gov/adap .	
Child Care Services	Child Care	Care for the children of HIV+ clients while the client attends medical appointments.	
Adherence to appointment counseling	CM Medical	Activities to encourage medical care or case management adherence	
Adherence to treatment counseling	CM Medical	Activities to encourage treatment adherence, may include appointment counseling depending on site preference	
Benefits Navigation	CM Medical	Refers to Medical Case Management activities associated with navigating benefits, such as Medicaid, Medicare. Does not include SC ADAP.	
Connection to clinical research	CM Medical	Connection refers to activities of linkage to clinical research	
Connection to core services	CM Medical	Connection refers to activities of linkage to Ryan White defined core services	
Connection to internal sources	CM Medical	Connection refers to activities of linkage to internal agency sources	
Connection to medical care	CM Medical	Connection refers to activities of linkage to medical care	
Connection to supportive services	CM Medical	Connection refers to activities of linkage to Ryan White defined supportive services	
Coordination of core services	CM Medical	Coordination refers to activities of retention	
Coordination of medical treatment	CM Medical	Coordination refers to activities of retention	
Coordination of support services	CM Medical	Coordination refers to activities of retention	
Coordination of action plan	CM Medical	Coordination refers to activities of retention	
Coordination of supportive services - medical transportation	CM Medical	Coordination refers to activities of retention, in this case through arranging transportation	
Coordination of EFA Prescription Request HIV	CM Medical	For sites that coordinate (but do not pay) prescription payment; HIV indicates a drug on the ADAP formulary. www.scdhec.gov/adap	
Hospital Discharge Planning	CM Medical	Activities related to discharge planning for hospitalized client	
MAI Adherence to appointment counseling	CM Medical	Activities to encourage medical care or case management adherence	
MAI Connection to medical care	CM Medical	Connection refers to activities of linkage to medical care	
MAI Coordination of medical treatment	CM Medical	Coordination refers to activities of retention	
MAI Coordination of core services	CM Medical	Coordination refers to activities of retention	

MAI Coordination of support services	CM Medical	Coordination refers to activities of retention	
MAI Medical Case Management	CM Medical	Refers to medical case management services offered though MAI specific funded program (MAI funded agencies only)	MAI Only
Peer Adherence Counseling	CM Medical	Refers to activities provided by a peer to encourage treatment adherence as part of medical case management program (usually MAI funded agencies)	Typically MAI
Peer Linkage to Resources	CM Medical	Refers to activities provided by a peer that are associated with linking as a part of medical case management program (usually MAI funded agencies)	Typically MAI
Prescription Assistance Coordination	CM Medical	Coordination refers to activities to retain PAP assistance	
Prescription Assistance Follow-up	CM Medical	Follow-up refers to activities with the PAP enrollment process	
SC ADAP - Counseling	CM Medical	Refers to activities to retain ADAP assistance; excludes adherence activities	
SC ADAP - Follow-up	CM Medical	Refers to activities to enroll in ADAP assistance; excludes adherence activities	
SCDC Discharge Planning	CM Medical	Activities related to discharge planning for incarcerated client from South Carolina Department of Corrections	MAI Only
Discharge Planning	CM Medical	Activities related to discharge planning for incarcerated client	
Benefits Navigation	CM Nonmedical	Refers to non-medical case management activities associated with navigating benefits, such as Medicaid, Medicare. Does not include SC ADAP.	
Connection to external sources	CM Nonmedical	Refers to activities of linkage to services offered outside the agency; may be used for non core or non medical linkage	
Connection to internal sources	CM Nonmedical	Refers to activities of linkage to services offered within an agency; e.g. specialized services in-house; in a Non-Medical CM setting.	
Coordination of support services	CM Nonmedical	Coordination refers to activities of retention in care through the use of support services	
Environmental Evaluation	CM Nonmedical	Environmental Evaluation used only by USC DOM Supportive Housing Services	HOPWA Only
Follow-up	CM Nonmedical	Refers to activities of retention in non- core services; may be used for non core or non medical linkage; replaced "Client advocacy"	
Education Services	Education Services	Education services offered to clients.	
Medical Equipment	EFA - Health - Medical Equipment	Refers to use of program funds to purchase medical equipment including water filtration systems	
Coordination of EFA Prescription Request HIV	CM Nonmedical	For sites that coordinate (but do not pay) prescription payment; HIV indicates a drug on the ADAP formulary. www.scdhec.gov/adap	

Prescription Payment HIV	EFA - Health - Prescriptions HIV	HIV prescription payment made by site that does not meet criteria (RDR Instructions) for Local APA; HIV indicates a drug on the ADAP Formulary. www.scdhec.gov/adap .	
Coordination of EFA Prescription Request NonHIV	CM Nonmedical	For sites that coordinate prescription payment (but do not pay); NonHIV indicates a drug not on the ADAP formulary. www.scdhec.gov/adap	
Prescription Payment NonHIV	EFA - Health - Prescriptions NonHIV	NonHIV prescription payment made by site that does not meet criteria (RDR Instructions) for Local APA; NonHIV indicates a drug not on the ADAP Formulary. www.scdhec.gov/adap .	
Housing	EFA - Housing - Short Term	Refers to Housing Payment, but not a mortgage payment; funded other than HOPWA	Ryan White Only
Housing Assistance - Other funding	EFA - Housing - Short Term	Refers to housing assistance not funded with HOPWA or RW funds	Not HOPWA, Not Ryan White Only
Housing Rehabilitation	EFA - Housing - Short Term	Refers to housing rehabilitation activities funded with NC HOPWA funds (Catawba Care Coalition only)	NC HOPWA Only
Short Term Mortgage - Rent Payment	EFA - Housing - Short Term	Refers to HOPWA STRMU payment	HOPWA Only
Short Term Utility Payment	EFA - Housing - Short Term	Refers to HOPWA STRMU payment	HOPWA Only
Utilities	EFA - Housing - Short Term	Refers to Utility Payment; funded other than HOPWA	Ryan White Only
Deposit - Rent-Utility	EFA - Placement	Refers to rent and utility deposit payments.	
YEAH Empowerment Program	Emergency Financial Assistance	EFA provided only with YEAH Empowerment Program funds	YEAH Only
Job Coaching	Employment Assistance	Provides vocational task support increasing a client's ability to perform the job.	HOPWA Only
Job Referral	Employment Assistance	Provider refers clients to potential employers for jobs.	HOPWA Only
Job Retention	Employment Assistance	Provides ongoing support to increase the duration of employment.	HOPWA Only
Job Shadowing	Employment Assistance	On the job site visit to assess and evaluate work performance.	HOPWA Only
Food Bank	Food Bank	Refers to the provision of actual food, may also include provision of personal hygiene and household cleaning supplies.	
Holiday Meal Delivery	Food Bank	Holiday meal delivery to be differentiated from regular food bank provision	
Lunch Voucher	Food Bank	Lunch voucher to be differentiated from regular food bank provision	
Nutrition - Supplements	Food Bank	Refers to supplements issued by non-dietitian and without prescription	
Nutrition - Supplements - Boost	Food Bank	Refers specifically to Boost supplements	Catawba Care Only
Nutrition - Supplements - Boost Diabetic	Food Bank	Refers specifically to Boost Diabetic supplements	Catawba Care Only
Nutrition - Supplements - Boost Plus	Food Bank	Refers specifically to Boost Plus supplements	Catawba Care Only
Nutrition - Supplements - Diabetic	Food Bank	Refers specifically to Diabetic supplements	
Nutrition - Supplements - Plus	Food Bank	Refers specifically to Plus supplements	
Nutrition - Supplements by Prescription	Medical Nutrition Therapy	Refers to supplements issued by prescription	

Personal Pantry	Food Bank	Refers to activities to provide personal hygiene or other personal care items	
Food Voucher	Food Bank	Voucher to be differentiated from regular food bank provision	
\$10 Food Voucher	Food Bank	\$10 Food Voucher to be differentiated from regular food bank provision	
Counseling - Safer Sex Education	Health Ed - Risk Reduction	Safer sex education counseling with HIV clients about how to reduce the risk of HIV transmission	
Health Education	Health Ed - Risk Reduction	Refers to services that educate clients with HIV about HIV transmission, including information dissemination about medical and psychosocial support services and counseling to help clients with HIV improve their health status.	
Risk Reduction	Health Ed - Risk Reduction	Refers to services that educate clients with HIV about HIV transmission, including information dissemination to help clients with HIV improve their health status (MAI funded agencies only)	
MAI Health Education	Health Ed - Risk Reduction	MAI funded services that educate clients with HIV about HIV transmission, including information dissemination to help clients with HIV improve their health status (MAI funded agencies only)	MAI Only
MAI Risk Reduction	Health Ed - Risk Reduction	MAI funded services provided to HIV clients on reducing the risk of HIV transmission, includes information dissemination to help clients with HIV improve their health status (MAI funded agencies only)	MAI Only
Peer Health Advocacy	Health Ed - Risk Reduction	Services provided by a peer that educate clients with HIV about HIV transmission and how to reduce the risk of HIV transmission.	
Pregnancy Education - Health Education	Health Ed - Risk Reduction	Health education services specifically focusing on pregnancy education	
Risk Reduction - Counseling	Health Ed - Risk Reduction	Refers specifically to counseling to HIV clients on reducing the risk of HIV transmission.	Typically CDC
Treatment Options	Health Ed - Risk Reduction	Refers to educating patients regarding their treatment options	
Copayment	Health Insurance	Refers to copayment assistance with patient cost-sharing	
Copayment - ADAP	Health Insurance	Refers to copayment assistance with patient ADAP CP or Insurance cost-sharing	ADAP Only
Copayment - Medicare	Health Insurance	Refers to Medicare copayment assistance	
Deductible	Health Insurance	Refers to deductible assistance with patient cost-sharing	
Deductible - ADAP	Health Insurance	Refers to deductible assistance with patient cost-sharing	ADAP Only
Deductible - Medicare	Health Insurance	Refers to Medicare deductible assistance	
Dental - Vision - Insurance Premium	Health Insurance	Refers to dental and/or vision portion of insurance premium not covered by ADAP	
Premium Payment	Health Insurance	Refers to premium assistance with patient cost-sharing; includes COBRA	

Premium Payment - Medicare	Health Insurance	Refers to Medicare premium assistance	
Premium Payment ADAP	Health Insurance	Refers to ADAP premium assistance with patient cost-sharing	ADAP Only
HIV Post test Counseling	HIV Post-test Counseling	Refers to counseling and testing of non-confirmed HIV positive individuals. (Must have SCDHEC approval to have this service))	
HIV Pre-test Counseling	HIV Pre-test Counseling	Refers to counseling and testing of non-confirmed HIV positive individuals. (Must have SCDHEC approval to have this service))	
Home Health Paraprofessional	Home Health Paraprofessional	Health services provided in the home by paraprofessional	
CCHAP Case Management	Housing - Case Management	Housing Case Management services for client enrolled in HOPWA City of Cola and residing in TBRA funded housing (City of Columbia HOPWA only)	City of Columbia HOPWA Only
Coordination for RW Housing Payment	Housing - Case Management	Refers to case management related activities in housing to obtain RW or non HOPWA Housing Assistance	Ryan White Only
EFA Request for RW Housing Payment	Housing - Case Management	Refers to case management related activities in Housing to determine eligibility for RW or non HOPWA Housing Assistance	Ryan White Only
Housing Case Management	Housing - Case Management	Refers to case management related activities to assess or offer information or counseling on Housing (HOPWA-funded)	HOPWA Only
Housing Counseling	Housing - Case Management	Refers to CM-related activities to assess, offer information or counseling on Housing (non HOPWA)	Ryan White Only
Supportive Services	Housing - Case Management	Housing case management with City of Columbia HOPWA (City of Columbia HOPWA only)	City of Columbia HOPWA Only
TBRA Case Management	Housing - Case Management	Housing case management for client enrolled in HOPWA and residing in TBRA funded housing	HOPWA Only
TBRA Follow-up	Housing - Case Management	Refers to activities to enroll in TBRA funded housing	
TBRA Payment	Housing - Case Management	Refers to flags to track client TBRA payment history	
Facility Based - Project Care	Housing - Facility based	Activities related to Project Care in Greenville	HOPWA Only
Facility Based - The Laurel	Housing - Facility based	Activities related to The Laurel in Greenville	HOPWA Only
Housing Information Services	Housing - Information	Refers to HOPWA funded services to provide Information on housing options, prior to enrollment in HOPWA (non SCDHEC HOPWA funded)	Non DHEC HOPWA Only
Deposit - Rent-Utility	Housing - Placement	Refers to payment of a deposit for rent and/or utility related to housing placement.	
Legal Services	Legal	Refers to agency-provided (in-house or payment) legal services. Legal referrals (no bill for services) should be tracked in referral	
Life Skills	Life Skills	Services to increase the client's ability to perform daily activities.	
Linguistic Services	Linguistic	Activities to assist in conquering language or disability barriers; for example translation or hearing impaired communication assistance	
Nutrition - Counseling	Medical Nutrition Therapy	Nutrition counseling by a licensed registered dietitian outside of a primary care visit	

Nutrition - Supplements	Medical Nutrition Therapy	Nutritional supplements provided by dietitian	
Mental Health - Affected Counseling	Mental Health	Mental health counseling services offered to HIV affected individuals with a diagnosed mental illness, conducted in a group or individual setting, and provided by a mental health professional licensed or authorized within the State to render such services	
Mental Health Counseling	Mental Health	Mental health counseling services offered to individuals with a diagnosed mental illness, conducted in an individual setting, and provided by a mental health professional licensed or authorized within the State to render such services	
Mental Health Group Counseling	Mental Health	Mental health counseling services offered to individuals with a diagnosed mental illness, conducted in a group setting, and provided by a mental health professional licensed or authorized within the State to render such services	
Mental Health Screening	Mental Health	Mental health screening provided by a mental health professional licensed or authorized within the State to render such services	
Substance Abuse Screening	Mental Health	Substance abuse screening provided by a mental health professional licensed or authorized within the State to render such services	
Appointment Reminder	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
CM Appointment No Show	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Confirmed Visit to MCG Clinic	Monitoring	Indications/flags for client record, not recorded in RDR or APR	Hope Health LS Only
Confirmed Visit to Waterloo Clinic	Monitoring	Indications/flags for client record, not recorded in RDR or APR	Hope Health LS Only
Housing Service Monitoring - No Visit	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Medical Appointment No Show	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Medical Care Visit - No Show	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Medical Monitoring - No Visit	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Medications received for patient	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Mental Health Counseling - No Show	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Mental Health Visit No Show	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Monitoring - No Visit	Monitoring	Indications/flags for client record, not recorded in RDR or APR	

Other Appointment No Show	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Service Monitoring - No Visit	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Substance Abuse Outpatient - No Show	Monitoring	Indications/flags for client record, not recorded in RDR or APR	
Oral Health Care	Oral Health Care	Includes diagnostic, preventive, and therapeutic services provided by general dental practitioners, dental specialists, dental hygienists and auxiliaries, and other trained primary care providers.	
Adherence to treatment counseling	Outpatient Medical Care	Refers to activities to encourage treatment adherence, may include appointment counseling depending on site preference, administered by a health care professional during medical care visit	
Annual Physical	Outpatient Medical Care	Annual physical as medical care visit	
Connection to medical care	Outpatient Medical Care	Connection refers to activities of linkage to medical care administered by a health care professional during medical care visit	
Coordination of medical treatment	Outpatient Medical Care	Coordination refers to activities of retention to medical treatment administered by a health care professional during medical care visit	
Labwork	Outpatient Medical Care	Labwork	
Labwork Payment	Outpatient Medical Care	Payment for labwork	
Mammogram Followup	Outpatient Medical Care	Followup regarding mammogram	
Medical Care Visit Payment	Outpatient Medical Care	Provision of professional diagnostic and therapeutic services rendered by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting	
Medical Care Visit Kept	Outpatient Medical Care	Provision of professional diagnostic and therapeutic services rendered by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting	
Medical Intake	Outpatient Medical Care	Medical intake as part of medical care visit	
Mental Health Screening	Outpatient Medical Care	Mental health screening provided by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner as part of the medical care visit	
New Patient Physician Visit	Outpatient Medical Care	Provision of professional diagnostic and therapeutic services rendered by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting to a new patient	
Nurse Follow-up	Outpatient Medical Care	Nurse followup visit after outpatient/ambulatory medical care	
Nurse Visit	Outpatient Medical Care	Nurse visit as part of medical care visit	
Nutrition - Counseling Non Dietitian	Outpatient Medical Care	Nutrition counseling during a primary care visit	
PAP Followup	Outpatient Medical Care	Followup regarding PAP test	
Prescription Order	Outpatient Medical Care	Prescription order	

Primary Care Visit	Outpatient Medical Care	Primary medical care that is consistent with the Public Health Service's guidelines.	
Radiology/Diagnostic Procedures	Outpatient Medical Care	Radiology/Diagnostic testing	
Self Breast Exam	Outpatient Medical Care	Self breast exam preventive care	
Specialty Care Visit Payment	Outpatient Medical Care	Payment for specialty care rendered by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting.	
Specialty Care Visit	Outpatient Medical Care	Specialty care rendered by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting.	
Substance Abuse Screening	Outpatient Medical Care	Substance abuse screening provided by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner as part of the medical care visit	
Vision Care Visit - HIV Related	Outpatient Medical Care	Refers to general eye care e.g. Optometrist	
Vision Care Visit - Specialty HIV Related	Outpatient Medical Care	Refers to specialty eye care e.g. Ophthalmologist	
MAI Outreach Services	Outreach	MAI funded targeted services with the purpose of identification of people with unknown HIV disease or those who know their status so that they may become aware of, and may be enrolled in care and treatment services.	MAI Only
Outreach	Outreach	Services provided with the purpose of identification of people with unknown HIV disease or those who know their status so that they may become aware of, and may be enrolled in care and treatment services.	
Permanency Planning	Permanency Planning	Services to help clients or families make decisions about placement and care of minor children after the parents/caregivers are deceased or are no longer able to care for them.	
Client Social	Psychosocial Support	Refers to activities with client such as agency gathering or picnic for clients	
Conference Retreat Outing	Psychosocial Support	Refers to activities with client such as HIV conference, peer empowerment, etc.	
Consumer Advisory Group	Psychosocial Support	Refers to flag client that participates in consumer advisory group	
Counseling Not Mental Health	Psychosocial Support	Refers to psychosocial activities not provided by mental health counselor; e.g client needs to talk about an issue with CM	
Focus Group	Psychosocial Support	Refers to flag client that participates in Focus group	
Follow-up Survey	Psychosocial Support	Refers to flag client that participates in consumer survey	
Holiday/Gift Basket	Psychosocial Support	Refers to flag client that receives holiday/gift basket	
Incentives	Psychosocial Support	Refers to flag client that receives incentive	
MAI Psychosocial Support Services	Psychosocial Support	MAI funded support and counseling activities, child abuse and neglect counseling, HIV support groups, pastoral care, caregiver support, and bereavement counseling (usually MAI funded agencies)	

Nutrition - Counseling Non Dietitian	Psychosocial Support	Refers to Nutritional counseling not provided by registered dietitian	
Peer Health Advocacy	Psychosocial Support	Peer provided support and counseling activities advocating for client's health. Usually MAI funded activity.	
Peer Psychosocial Support	Psychosocial Support	Peer provided support and counseling activities, child abuse and neglect counseling, HIV support groups, pastoral care, caregiver support, and bereavement counseling. Usually MAI funded activity.	
Psychosocial Support	Psychosocial Support	Provision of support and counseling activities, child abuse and neglect counseling, HIV support groups, pastoral care, caregiver support, and bereavement counseling.	
Support Group	Psychosocial Support	Support through HIV support group	
Hospice In-home	Residential or In-home Hospice	Services provided in the home by licensed health care workers such as nurses and the administration of intravenous and aerosolized treatment, parenteral feeding, diagnostic testing, and other medical therapies.	
Group Counseling	Substance Abuse (Outpatient)	Group counseling to address substance abuse problems in an outpatient setting, rendered by a physician or under the supervision of a physician, or by other qualified personnel.	
Substance Abuse Outpatient	Substance Abuse (Outpatient)	Medical or other treatment and/or counseling to address substance abuse problems in an outpatient setting, rendered by a physician or under the supervision of a physician, or by other qualified personnel.	
Substance Abuse Treatment	Substance Abuse (Outpatient)	Treatment and/or counseling to address substance abuse problems in an outpatient setting, rendered by a physician or under the supervision of a physician, or by other qualified personnel.	
Substance Abuse Inpatient	Substance Abuse (Residential)	Medical or other treatment and/or counseling to address substance abuse problems in an inpatient setting, rendered by a physician or under the supervision of a physician, or by other qualified personnel.	
Adherence Gas Voucher	Transportation Medical	Transportation provided by a gas voucher for client to access health care	
Agency Staff Van	Transportation Medical	Transportation provided by an agency staff member or with agency van for client to access health care	
Bus Pass	Transportation Medical	Transportation provided by a bus pass for client to access health care services	
Bus Ticket	Transportation Medical	Transportation provided by a bus ticket for client to access health care services	
Cab Voucher	Transportation Medical	Transportation provided by cab voucher for client to access health care services	
Dial-a-Ride	Transportation Medical	Transportation provided by Dial-a-ride service for client to access health care services	

Gas Voucher/Card	Transportation Medical	Transportation provided by gas voucher or gas card for client to access health care services	
Third Party	Transportation Medical	Transportation provided by agency subcontractor for health care services	
Transportation Medical	Transportation Medical	Refers to any mode of transportation for client to access health care services; not mode-specific. This service cannot be used if site chooses mode specific options.	
Volunteer	Transportation Medical	Transportation provided by volunteer for client to access health care services	
Agency Staff-Van	Transportation NonMedical	Transportation provided by an agency staff member or with agency van	
Bus Pass	Transportation NonMedical	Transportation provided by a bus pass	
Bus Ticket	Transportation NonMedical	Transportation by a bus ticket	
Cab Voucher	Transportation NonMedical	Transportation by cab voucher	
Dial-a-Ride	Transportation NonMedical	Transportation provided by Dial-a-ride service	
Gas Voucher/Card	Transportation NonMedical	Transportation provided by gas voucher or gas card	
Third Party	Transportation NonMedical	Transportation provided by agency subcontractor	
Transportation Nonmedical	Transportation NonMedical	Refers to any mode of transportation; not mode-specific. This service cannot be used if site chooses mode specific options.	
Volunteer	Transportation NonMedical	Transportation provided by volunteer	
Peer Advocacy Treatment Adherence	Treatment Adherence	Peer advocacy programs to ensure adherence to HIV/AIDS treatments by non-medical personnel outside of the medical case management and clinical setting. Usually MAI funded initiative.	
MAI Treatment Adherence	Treatment Adherence	MAI programs to ensure adherence to HIV/AIDS treatments by non-medical personnel outside of the medical case management and clinical setting. Usually MAI funded initiative.	
Treatment Adherence	Treatment Adherence	Counseling or special programs to ensure readiness for, and adherence to, complex HIV/AIDS treatments by non-medical personnel outside of the medical case management and clinical setting. Usually non RW funded clinic providing nonmedical case management	